

## **Redacted – for Public Inspection**

### **ARLINGTON TELEPHONE CO. BLAIR TELEPHONE CO. EASTERN NEBRASKA TELEPHONE CO. ROCK COUNTY TELEPHONE CO. HUNTEL CABLEVISION, INC.**

#### **BACK-UP POWER**

All switches are designed for 8 hour battery back up and all have a fixed standby generator that starts within minutes of a power failure with enough power to power everything in the office including air conditioning.

All DLC's and AFC's are designed with 4 hour battery backup. We also have portable generators that can be moved to the DLC if the power outage goes beyond 4 hours.

#### **REROUTING OF TRAFFIC AROUND DAMAGED FACILITIES**

All out state exchanges have common trunks to the Blair Tandem routed over a fiber ring. Blair and Arlington switches are located in the same building as the Blair Tandem. The facilities from Blair to Century Link and the IXC's in Omaha are fiber redundant. All switches also have an alternant route to the Century Link Tandem. Originating traffic would automatically reroute if the Blair Tandem failed but the terminating traffic would need to be rerouted by the carrier.

#### **TRAFFIC SPIKES**

Capacity from the DLC's to the switch is designed at an industry standard 4 to 1 ratio. The switches are non-blocking. The trunk capacity to the IXC's is controlled by the IXC. They add or remove trunks depending on the volume of traffic. The trunk capacity to the Century Link tandem is also controlled by Century Link. Most trunk traffic is designed for high busy hour traffic capacity. It would be cost prohibitive to design for non blocking during and emergency situation.

## **Redacted – for Public Inspection**

### **Rock County Telephone Company**

#### **Nebraska Telephone Assistance Program Terms and Conditions**

#### **Nebraska Telephone Assistance Program**

The Nebraska Telephone Assistance Program (NTAP) is available for qualifying customers of Rock County Telephone Company. NTAP assistance reduces the cost of basic, monthly local telephone service. Eligible consumers can receive up to \$12.75 per month in discounts. In addition, the Federal Universal Service Charge is not assessed to consumers participating in NTAP. Toll Blocking prevents the placement of all long distance calls for which a subscriber would be charged. Toll blocking is available to eligible consumers at no cost. Also, by choosing this option, consumers are usually not charged a deposit.

NTAP is administered by the Nebraska Public Service Commission.

#### **NTAP Eligibility Information**

##### **Program Based Eligibility**

To qualify for NTAP, subscribers must either have an income that is at or below 135% of the Federal Poverty Guidelines, or the subscriber, one or more of the subscriber's dependents, or the subscriber's household must receive benefits from one of the following assistance programs:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance (Section 8)
- Medicaid
- Children's Health Insurance Program/Kids Connection (SAM, MAC or EMAC)
- Supplemental Nutrition Assistance Program (SNAP); (formerly the Food Stamps Program)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch Program Free Lunch program
- State assistance programs (if applicable)

To receive an NTAP application, contact your local *Health and Human Services* agency caseworker or the *Nebraska Public Service Commission*, 1200 N Street, Suite 300, PO Box 94927, Lincoln, NE 68508-4927, Phone: 402-471-3101, Toll Free: 1-800-526-0017 or <https://ntap.gisworkshop.com/>

NTAP applicants must present documentation demonstrating eligibility either through participation in one of the qualifying federal assistance programs or through income-based means.

Acceptable documentation of program-based eligibility includes: current or prior year's statement of benefits from a qualifying state, federal or Tribal program; notice letter of participation in a qualifying state, federal or Tribal program; program participation documents; or another official document evidencing the consumer's participation in a qualifying state, federal or Tribal program.

### **Income Based Eligibility**

In addition, consumers are eligible for NTAP if their household income is at or below 135% of the federal poverty guidelines.

#### 2013 Federal Poverty Guidelines – 135%

<b>Household Size</b>	<b>48 Contiguous States and D.C.</b>	<b>Alaska</b>	<b>Hawaii</b>
1	\$15,512	\$19,373	\$17,861
2	\$20,939	\$26,163	\$24,098
3	\$26,366	\$32,954	\$30,335
4	\$31,793	\$39,744	\$36,572
5	\$37,220	\$46,535	\$42,809
6	\$42,647	\$53,325	\$49,046
7	\$48,074	\$60,116	\$55,283
8	\$53,501	\$66,906	\$61,520
For each additional person, add	\$5,427	\$6,791	\$6,237

Acceptable documentation of income eligibility includes: prior year's state, federal or Tribal tax return; current income statement from an employer or paycheck stub; social security statement of benefits; Veterans Administration statement of benefits; retirement/pension statement of benefits; unemployment/workmen's compensation statement of benefits; federal or Tribal notice of letter participating in General Assistance; or a divorce decree or child support award or other official document containing income information.

### **Tribal Eligibility**

A subscriber who lives on Tribal lands and is an eligible resident of Tribal lands is eligible for Tribal Lifeline service or Tribal Link Up if the subscriber, one or more of the subscriber's dependents, or the subscriber's household participates in any of the above-listed qualifying assistance programs or one of the following Tribal-specific federal assistance programs: Bureau of Indian Affairs General Assistance; Tribally Administered Temporary Assistance for Needy Families; Head Start (if income eligibility criteria are met); or the Food Distribution Program on Indian Reservations (FDPIR). Tribal subscribers may also qualify if the household income is at or below 135% of the Federal Poverty Guidelines.

Tribal subscribers should contact Rock County Telephone Company for additional information on Tribal Lifeline and Tribal Link Up.

### **Numbers of Minutes-of-Use Provided as Part of NTAP Program Service**

Rock County Telephone Company's Voice NTAP service includes unlimited local minutes-of-use within the toll-free calling area. Rock County Telephone Company's Voice NTAP Plan does not include any free minutes-of-use for toll. Toll is billed at the standard toll rate depending on which interexchange carrier the consumer subscribes to for toll service. As part of the NTAP service, Toll blocking is available to eligible consumers at no cost.

### **Rates**

Subscribers may receive the NTAP credit on any type or grade of local service, including bundled services that are normally offered by Rock County Telephone Company. Advertised rates do not include any applicable taxes or surcharges.

### **Recertification of NTAP Eligibility**

NTAP recipients are required to recertify their eligibility annually. Failure to properly recertify a recipient's continued eligibility for NTAP will result in termination of the NTAP recipient's monthly NTAP discount and de-enrollment from NTAP.

### **Additional NTAP Program Information**

NTAP is limited to one benefit per household, consisting of either wireline or wireless service. A household is defined as an individual or group of individuals who live together at the same address and share income and expenses. NTAP is a government benefit program, and consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program.

**REDACTED – FOR PUBLIC INSPECTION**

**Rock County Telephone Company (371586)**

**ATTACHMENT - LINE 3019-3021**

**ATTACHMENT REDACTED IN ENTIRETY**

Received & Inspected  
 OCT 29 2013  
 FCC Mail Room

<b>FCC Form 481 - Carrier Annual Reporting Data Collection Form</b>	<b>FCC Form 481</b> OMB Control No. 3060-0996/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	371542
<015> Study Area Name	EASTERN NEBRASKA TEL
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Jane Sutherland
<035> Contact Telephone Number: Number of the person identified in data line <030>	402-426-6242
<039> Contact Email Address: Email of the person identified in data line <030>	jsutherland@americanbb.com

ANNUAL REPORTING FOR ALL CARRIERS		54.313 Completion Required	54.422 Completion Required
<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> [redacted] <-- check box if no outages to report		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300> Unfulfilled Service Requests (voice)	<input type="text" value="0"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice)	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330> Detail on Attempts (broadband)	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed	<input type="text" value="4.0E-4"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420> Mobile	<input type="text" value="0.0"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430> Number of Complaints per 1,000 customers (broadband)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<440> Fixed		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<450> Mobile		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> [redacted]	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> [redacted]	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)?	<input checked="" type="radio"/> <input type="radio"/> (if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010> [redacted]	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)?	<input checked="" type="radio"/> <input type="radio"/> (if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110> [redacted]	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet</b>			
<i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>			
<2000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet</b>			
<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

<b>(100) Service Quality Improvement Reporting Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<b>&lt;010&gt;</b>	Study Area Code	371542
<b>&lt;015&gt;</b>	Study Area Name	EASTERN NEBRASKA TEL
<b>&lt;020&gt;</b>	Program Year	2014
<b>&lt;030&gt;</b>	Contact Name - Person USAC should contact regarding this data	Jane Sutherland
<b>&lt;035&gt;</b>	Contact Telephone Number - Number of person identified in data line <030>	402-426-6242
<b>&lt;039&gt;</b>	Contact Email Address - Email Address of person identified in data line <030>	jsutherland@americanbb.com

<b>&lt;110&gt;</b>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
<b>&lt;111&gt;</b>	If your answer to line <110> is yes, do you have an existing § 54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

**<112>** Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

Name of Attached Document (.pdf)

- <113>** Maps detailing progress towards meeting plan targets
- <114>** Report how much universal service (USF) support was received
- <115>** How (USF) was used to improve service quality
- <116>** How (USF) was used to improve service coverage
- <117>** How (USF) was used to improve service capacity
- <118>** Provide an explanation of network improvement targets not met in the prior calendar year.










<b>(900) Tribal Lands Reporting Data Collection Form</b>	FCC Form 481
	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010> Study Area Code	371542
<015> Study Area Name	EASTERN WYBRAGRA TRIL
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Jane Sutherland
<035> Contact Telephone Number - Number of person identified in data line <030>	402-426-4242
<039> Contact Email Address - Email Address of person identified in data line <030>	jsutherland@americasbb.com

<910> Tribal Land(s) on which ETC Serves Winnobago Tribal Reservation, Omaha Tribal Reservation

<920> Tribal Government Engagement Obligation 371542NE920  
Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)
Yes
Yes

<b>(1100) No Terrestrial Backhaul Reporting Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	371542
<015> Study Area Name	EASTERN NEBRASKA TEL
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Jane Sutherland
<035> Contact Telephone Number - Number of person identified in data line <030>	402-426-6242
<039> Contact Email Address - Email Address of person identified in data line <030>	jsutherland@americanbb.com

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)

<b>(1200) Terms and Condition for Lifeline Customers Lifeline Data Collection Form</b>	FCC Form 481
	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010> Study Area Code	371542
<015> Study Area Name	EASTERN NEBRASKA TEL
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Jane Sutherland
<035> Contact Telephone Number - Number of person identified in data line <030>	402-426-6242
<039> Contact Email Address - Email Address of person identified in data line <030>	jsutherland@americandb.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans 371542NR1210  
Name of attached document (.pdf)

<1220> Link to Public Website HTTP \_\_\_\_\_

"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,

<1222> Details on the number of minutes provided as part of the plan,

<1223> Additional charges for toll calls, and rates for each such plan.

<b>(2000) Price Cap Carrier Additional Documentation</b>	FCC Form 481
<b>Data Collection Form</b>	OMB Control No. 3060-0986/OMB Control No. 3060-0819
<i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>	July 2013

<010>	Study Area Code	371542
<015>	Study Area Name	EASTERN NEBRASKA TEL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Jane Sutherland
<035>	Contact Telephone Number - Number of person identified in data line <030>	402-420-6242
<039>	Contact Email Address - Email Address of person identified in data line <030>	jsutherland@americanbo.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

<b>Incremental Connect America Phase I reporting</b>		
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>
<b>Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))</b>		
<2012>	2013 Frozen Support Certification	<input type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>
<b>Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))</b>		
<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
<b>Connect America Phase II Reporting (47 CFR § 54.313(e))</b>		
<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<2020>	Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input type="checkbox"/>
<2021>	Interim Progress Community Anchor Institutions	<input type="checkbox"/>
	Name of Attached Document Listing Required Information	_____

<b>(3000) Rate Of Return Carrier Additional Documentation</b> Data Collection Form	FCC Form 481
	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010> Study Area Code	371542
<015> Study Area Name	EASTERN NEBRASKA TEL
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Jane Sutherland
<035> Contact Telephone Number - Number of person identified in data line <030>	402-422-6242
<039> Contact Email Address - Email Address of person identified in data line <030>	jsuthers@amerisatnet.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). If further certify that the information reported on this form and in the documents attached below is accurate.

**Progress Report on 5 Year Plan**

(3010) Milestone Certification (47 CFR § 54.313(f)(1)(i)). Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313 (f)(1)(i), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	Name of Attached Document Listing Required Information	<input type="checkbox"/>
(3011) Community Anchor Institutions (47 CFR § 54.313(f)(1)(i)). Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) If yes, does your company file the RUS annual report. Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:	Name of Attached Document Listing Required Information	<input checked="" type="checkbox"/> (Yes/No) <input type="checkbox"/> (Yes/No)
(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input type="checkbox"/>
(3016) PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	<input type="checkbox"/>
(3018) If the response is no on line 3014, Is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:		<input checked="" type="checkbox"/> (Yes/No)
(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications		<input type="checkbox"/>
(3020) PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3021) Management letter issued by the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:		<input checked="" type="checkbox"/>
(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications		<input checked="" type="checkbox"/>
(3023) Borrowers, Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/>
(3024) Underlying information subjected to an officer certification.		<input type="checkbox"/>
(3025) PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input checked="" type="checkbox"/>
(3026) Attach the worksheet listing required information	Name of Attached Document Listing Required Information	371542NB3026

<b>Certification - Reporting Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	371542
<015> Study Area Name	EASTERN NEBRASKA TEL
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Jane Butherland
<035> Contact Telephone Number - Number of person identified in data line <030>	402-426-6242
<039> Contact Email Address - Email Address of person identified in data line <030>	jbutler1am@americanbe.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	EASTERN NEBRASKA TEL
Signature of Authorized Officer:	CERTIFIED ONLINE Date 10/15/2013
Printed name of Authorized Officer:	Joe Jarensky
Title or position of Authorized Officer:	President
Telephone number of Authorized Officer:	402 426 6245
Study Area Code of Reporting Carrier:	371542 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments





**Redacted – for Public Inspection**

**Eastern Nebraska Telephone Company**

**Certification of Compliance with Applicable Service Quality Standards and Consumer Protection Rules**

Service Quality Standards

The Company:

- Provides voice grade access to the public switched network.
- Provides flat rated local exchange service with no additional charge to end users.
- Provides access to the emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911.
- Provides toll blocking and toll limitation services.
- Advertises the availability of its services and the charges using media of general distribution and on its website.
- Maintains a business office providing customers with access to a customer service representative either in person or via a local telephone call or toll-free telephone number during normal business hours.
- Directs after hour calls to the Company's help desk.
- Directs trouble reports to the on-call technician.
- Tracks all service orders to ensure they are completed in a timely manner.
- Measures its service connection and service interruption performance on a regular basis.
- Trains employees to:
  - Answer all incoming calls promptly.
  - Respond to all inquiries for information promptly and courteously.
  - Investigate thoroughly all customer complaints and handle appropriately according to the Company's guidelines for resolution of customer complaints.
  - Be knowledgeable about products and service offerings so they can assist the customer with selecting the best service option.
- Has a process for periodic inspection, testing and preventive maintenance of its equipment to permit the rendering of safe, adequate and continuous service at all times.

Consumer Protection Rules

The Company has established operating procedures designed to facilitate compliance with applicable consumer protection rules which include compliance with the Customer Proprietary Network Information (CPNI) rules. The operating procedures include:

- Appointment of a compliance officer.
- A manual detailing the specific procedures for protecting consumer information.
- Employee training on an annual basis.
- A disciplinary process for improper use of consumer information.

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EASTERN NEBRASKA TELEPHONE CO.  
ROCK COUNTY TELEPHONE CO.  
HUNTEL CABLEVISION, INC.**

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## **Eastern Nebraska Telephone Company**

### **Description of Tribal Engagement**

#### **For Form 481 Line 920 thru Line 929**

The Company has requested a meeting with the Winnebago Tribal Authority to conduct a needs assessment for the Tribal community anchor institutions. The Tribal Authority has not returned an affirmative communication for a meeting to be held.

In accordance with provisions in the FCC's USF and ICC Transformation Order, paragraphs 636 and 637, and 47 CFR 54.313(a)(9), at the meetings with the Tribal Authorities, the Company will, with tribal input, develop a needs assessment to assist with future service deployments on Tribal lands. In particular, the Company and the Tribal Authority discussions relating to needs and service deployment will be focused on community anchor institutions. The feasibility and sustainability of communications services on tribal lands will be discussed and the Company will, with assistance from the Tribal Authorities, attempt to identify additional steps that can be taken to make essential communications services deployed on Tribal lands both feasible and sustainable. The Company and Tribal Authorities will also discuss and explore ways in which they can coordinate or partner to ensure that services are marketed on tribal lands in a manner that will relate to the community and resonate with consumers, with the aim of increasing service adoption. At such meetings, the Company will also be prepared to discuss the relevant rights-of-way and other permitting and review processes, as well as any challenges associated with these processes. And finally, the Company will come to any such meetings prepared to discuss and engage the Tribal Authorities on any relevant and applicable Tribal business and licensing requirements.

**Jane Sutherland**

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**From:** Jane Sutherland  
**Sent:** Tuesday, October 15, 2013 1:44 PM  
**To:** Jane Sutherland  
**Subject:** FW: Community Idea

**From:** claudine [<mailto:baraboofloors@aol.com>]  
**Sent:** Thursday, January 05, 2012 8:59 AM  
**To:** Pam Adams  
**Subject:** Re: Community Idea

Good morning Pam,

I would love to meet with you soon.

I have moved to a new office. I am now in the Blackhawk Community Center Building. It is more in the center of town and much closer to the Tribal Council.

Let's tentatively schedule a meeting for Wednesday January 18 at 10 a.m. Let me know if this works for you.

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Claudine E. Cohen  
Communications/Public Relations | Winnebago Tribe of Nebraska  
402.878-3218 \*office | 712.259.3173 \*cell  
[claudine@winnebagotribe.com](mailto:claudine@winnebagotribe.com)

-----Original Message-----

**From:** Pam Adams <[padams@americanbb.com](mailto:padams@americanbb.com)>  
**To:** baraboofloors <[baraboofloors@aol.com](mailto:baraboofloors@aol.com)>; claudine <[claudine@winnebagotribe.com](mailto:claudine@winnebagotribe.com)>  
**Sent:** Thu, Jan 5, 2012 8:31 am  
**Subject:** Community Idea

Claudine:

I hope you had a wonderful holiday! It's hard to believe that January is bringing 60 degree weather our way today.

I wanted to set up some time with you in the next few weeks to discuss some things I've been mulling over as a way to work more closely with the Winnebago community. Let me know when you would have some time and I will venture up your way!

I look forward to meeting with you!

**Pam Adams**

Marketing Coordinator  
American Broadband  
(402) 426-6297 - Office  
(402) 533-3312 - Cell  
(402) 426-6298 - Fax  
[padams@americanbb.com](mailto:padams@americanbb.com)

**Jane Sutherland**

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**From:** claudine <baraboofloors@aol.com>  
**Sent:** Friday, January 13, 2012 3:04 PM  
**To:** Pam Adams  
**Subject:** our meeting

Hi Pam

We are scheduled to meet next Wednesday, January 18, at 10 a.m. in the Blackhawk Center front offices. I look forward to speaking with you.

I am also pleased to inform you that the Winnebago Resource Directory will be completed by the time of your visit. If you recall we spoke about possibly utilizing the same printing company American Broadband employs. Also potentially deferring some of the printing costs by allowing American Broadband to advertise within the Directory.

Have a great weekend and I will see you next week.

claudine

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